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AUTHORITY

AGO ltr 29 Apr 1980

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DEPARTMENT OF THE ARMY
OFFICE OF THE ADJUTANT GENERAL
WASHINGTON, D.C. 20310

IN REPLY REFER TO

DAAG-PAP-A (M) (26 May 72) DAFD-OTT 711101


6 June 1972

SUBJECT: Operational Report - Lessons Learned, Headquarters, USASTRATCOM
Signal Support Agency Phu Lam, Period Ending 30 April 1971

SEE DISTRIBUTION

1. The attached report is forwarded for review and evaluation in accordance with para 4b, AR 525-15.
2. The information contained in this report is provided to insure that lessons learned during current operations are used to the benefit of future operations and may be adapted for use in developing training material.
3. Information of actions initiated as a result of your evaluation should be forwarded to the Assistant Chief of Staff for Force Development, ATTN: DAFD-OTT, within 90 days of receipt of this letter.

BY ORDER OF THE SECRETARY OF THE ARMY:

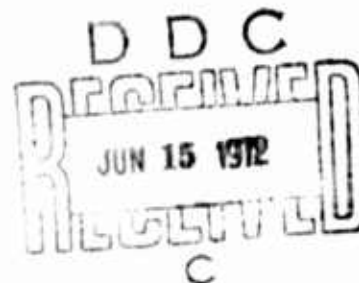

VERNE L. BOWERS
Major General, USA
The Adjutant General

1 Incl
as

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ATTN: DAFD-OTT WASHINGTON, D. C. 20310

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DEPARTMENT OF THE ARMY
HQ, USASTRATCOM SIGNAL SUPPORT AGENCY PHU LAM
APO San Francisco 96243

SCCPV-UG-PL-CO

10 May 1971

SUBJECT: Operational Report - Lessons Learned, Headquarters,
USASTRATCOM Signal Support Agency Phu Lam, Period Ending
30 April 1971, RCS CSFOR-65 (R0)

THRU: Commanding Officer
USASTRATCOM 160th Signal Group
APO San Francisco 96491

TO: Assistant Chief of Staff for Force Development
Department of the Army
Washington, D.C. 20310

1. Operations: Significant Activities.

a. During the month of November, the Phu Lam Minor Relay received seven new circuits as a result of the deactivation of the Cu Chi Relay. These seven circuits effectively doubled the traffic load on the station. By the end of November, the Phu Lam relay had reached the high point in the number of circuits handled with a total of 31. This number was to gradually decrease throughout the reporting period until 18 circuits were left on 30 April 1971.

b. On 25 November 1970, representatives of the Magnavox Research Laboratories arrived at the Ba Queo SATCOM Site to perform a configuration audit of the AN/URC-55 equipment. The audit lasted until 4 December.

c. On 15 December 1970, the SATCOM facility at Nha Trang was deactivated. At the time of deactivation, the site had already surpassed the 2,000 hour mark for operation without a reportable equipment failure. When disassembled the site was shipped to Ft. Monmouth N.J. to be used as a training facility.

d. The Ba Queo SATCOM site established a new record when it accumulated 2,983 hours of operation without a reportable equipment failure before its outage on 19 December 1970.

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10 May 1971

SUBJECT: Operational Report - Lessons Learned, Headquarters,
USASTRATCOM Signal Support Agency Phu Lam, Period Ending
30 April 1971, RCS CSFOR-65 (R2)

e. On 31 December 1970, the Phu Minor Relay experienced a failure of its AMARS Unit. Within 48 hours of the failure, a backlog of 800 multiple-address messages had accumulated. On 5 January the AMARS unit was returned to service. On 7 January a manual ZVA unit was installed as a back-up for the AMARS unit.

f. The Signal Support Agency Phu Lam held a Change of Command ceremony on 31 January 1971. LTC Norman W. Sparks departed the Agency and LTC Raymond J. Tourtillott assumed command.

g. The Tobyhanna Tape-transport Team arrived at the Phu Lam ASC to perform the semi-annual maintenance on 4 February 1971. On 11 February the Tobyhanna Drum Team arrived to perform the semi-annual maintenance on the ASC's two drums.

h. The Radio and Wire Operations Company was formally relieved of its responsibility for the operation of the High Frequency Receiver & Transmitter Sites on 15 February 1971. Operations had previously ceased and the site had been, in effect, deactivated on 15 October 1970. The Company shipped its transmitter radio sets and associated test equipment to CONUS in February.

i. The Radio & Wire Operations Company's mission to maintain the Phu Lam telephone system was turned over to the Federal Electric Corporation on 1 March 1971.

j. On 1 March 1971, the Signal Support Agency Phu Lam was transferred from Regional Communications Group to the 160th Signal Group.

k. At 2300H 3 March 1971, the Phu Lam ASC suffered a failure of its Uninterrupted Power Supply (UPS). Responsibility for restoration of power was turned over to the on-site Federal Electric Corporation representatives and the site was returned to service at 0700H 5 March 1971.

l. NECOS-SAM prepared and distributed the first monthly computer runoff in third quarter FY 71 for MACV AUTOSEVOCOM Assets Management System (MAAMS). This system provided MACV J-6 with information necessary for the management utilization and reporting requirements of the AUTOSEVOCOM system in Southeast Asia. It established a method of reporting assets data; information on AUTOSEVOCOM assets, subscriber circuit information allowing ease of access, and a means of identifying problem areas.

m. The Radio and Wire Operations Company completed the turn-in of the High Frequency Receiver Site equipment in the first week of April.

10 May 1971

SUBJECT: Operational Report - Lessons Learned, Headquarters,
USASTRATCOM Signal Support Agency Phu Lam, Period Ending
30 April 1971, RCS CSFOR-65 (R-2)

n. During April 1971, the first Secure Voice Outage Analysis program (SEVOA) was completed. This program will enable management to measure system performance and to identify problem areas with computer techniques. This program will significantly reduce the time spent producing manual reports and will provide greater detailed reports.

o. During the reporting period a 100 pair interconnect cable routing from SATCOM Site at Ba Queo to the Octopus ICS Site was engineered and a complete new cable will be routed and buried. A new and better termination cable will be used at the SATCOM Site. Presently this project is nearing 80% completion.

p. The Signal Support Agency Phu Lam was visited by many distinguished guests during the past reporting period to include: BG Jack A. Albright, departing Deputy Commanding General 1st Signal Brigade, BG Wilburn C. Weaver, incoming Deputy Commanding General 1st Signal Brigade, BG Geoffrey Cheadle, Military Assistance Command Vietnam J-6, BG M. L. Greene, Commanding General US Army Headquarters Area Command, Gen Erb Chirapongse, Chief Signal Officer, Royal Thai Army, Gen Pong Nana-korn, Deputy Signal School Commander, Royal Thai Army, Col Blaine O. Vogt, Deputy Commanding Officer (Designate) USASTRATCOM-PAC, Col Robert A. Smith, Chief of Staff USASTRATCOM-PAC and Col James L. Jones, Commanding Officer 160th Signal Group.

2. Lessons Learned: Commander Observations, Evaluations, and Recommendations.

a. Personnel:

(1) Security Clearances for COMSEC Repairmen.

(a) Observation: Numerous 32F personnel, COMSEC Repairmen, arrive in this command from CONUS without a Final Secret clearance.

(b) Evaluation: Without at least a Final Secret clearance, these men are unable to work in their MOS. It takes a Top Secret clearance to work COMSEC and EM can receive an Interim Top Secret clearance only if he has a Final Secret clearance. Obtaining the Final Secret and Top Secret clearances takes a considerable length of time because this command must request the clearances from CONUS. Experience has indicated that a minimum of 30 days is required. This penalty is especially significant when consideration is given to the fact that this is a short tour area.

(c) Recommendation: That all EM undergoing 32F MOS training receive, as a minimum, a Final Secret clearance early in their schooling so that they will arrive fully prepared for field service.

SUBJECT: Operational Report - Lessons Learned, Headquarters,
USASTRATCOM Signal Support Agency Phu Lam, Period Ending
30 April 1971, RCS CSFOR-65 (R2)

(2) Proper Training for UPS Personnel.

(a) Observation: The Phu Lam ASC is authorized three power maintenance men with the MOS 52C20. When these personnel enter this organization, their ability to maintain the UPS system is negligible. In order to provide effective maintenance in the UPS system, it is necessary that the ASC provide extensive training to these individuals so that they may become competent maintenance men.

(b) Evaluation: The training necessary to provide the 52C20 with sufficient knowledge to be effective is a large effort. The major area of concern is a lack of familiarization with the specific circuitry used in the UPS system and with the general theories of solid state electronics. The difficulty of the circuitry discipline covered in the training course has made it necessary for the training period to extend over a long period of time. The result is that only a minimal amount of time is left in the tour for the man to be a fully trained UPS technician.

(c) Recommendations: It is recommended that the Army Engineer School at Ft. Belvoir, Virginia, which offers the 52C20 MOS producing course either initiate a new course covering the maintenance of the power system similar to the UPS System or expand the current 52C20 course to include the study of electronic circuitry.

(3) Proper Training for Dial Central Office Repairmen.

(a) Observation: The schooling of 36H personnel, Dial Central Office Repairman, does not include sufficient training to prepare the men to work on the WECO 5C switchboard.

(b) Evaluation: Because the incoming personnel are unfamiliar with the equipment and the configuration of the WECO 5C switchboard, a considerable amount of effort is required for additional training on site.

(c) Recommendation: The 36H producing course should be augmented to give the students a knowledge of the WECO 5C switchboard. Barring this, an ASI course should be developed for the WECO 5C switchboard.

b. Intelligence: None

c. Operations:

Signal Loss On ASC Data Circuits

(a) Observation: Data circuits coming through the Phu Lam ICS

SCCPV-UG-PL-CO

10 May 1971


SUBJECT: Operational Report - Lessons Learned, Headquarters,
USASTRATCOM Signal Support Agency Phu Lam, Period Ending
30 April 1971. RCS CSFOR-65 (R2)

site and into the ASC tech control are presently engineered to operate approximately 3 to 4 DB below the standard level of -13 DB. This is due to the present engineering of the circuit which places a -9 DB attenuator between the VF patch-bay and the circuit patch-bay at the ICS site. This attenuator allows the ICS to have equal send and receive levels. for testing purposes, at the circuit patch-bay. The -9 DB attenuation, plus the 1 to 2 DB cable loss between the ICS and the ASC causes the data signals to vary from -16 to -17 DB at the ASC audio patch-bay, instead of the standard -13 DB.

(b) Evaluation: Under the present concept, the data circuits are operating at a marginal point because of the present signal loss to the ASC. When there is any additional loss to the signal it causes the modem to alarm out and in some cases an amplifier has to be inserted into the circuit at this station to raise the levels to a point where the modem will again be operational.

(c) Recommendation: That amplifiers be placed at the ICS site between the circuit patch-bay and the Primary patch-bay on all data circuits into the ASC so that ICS controllers would have the capability to adjust the signal levels on all receive circuits to allow the ASC to receive the standard -13 DB signal level.

- d. Organization: None
- e. Training: None
- f. Logistics: None
- g. Communications: None
- h. Material: None
- i. Other: None


RAYMOND J. TORTILLOTT
LTC, SigC
Commanding

CF:
CG, 1st Sig Bde, ATTN: SCCPV-OP (1)
CG, USASRV, ATTN: DST (3)
CG, USASTRATCOM-PAC (1)
CINCUSAPAC, ATTN: GROP-OT (2)

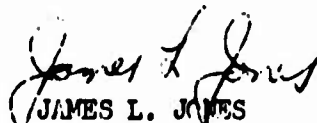
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SCCPV-UG-OP-PT (10 May 1971) 1st Ind
SUBJECT: ORLL, SSA Phu Lam, period ending 30 April 1971

DA, HQ, 160th Signal Group, APO San Francisco 96491 25 May 1971

TO: SEE DISTRIBUTION

1. Subject report is forwarded in accordance with AR 525-15.
2. The Command Actions were inadvertently omitted because the organization did not use the current revision to the AR. This will be corrected on future submissions.
3. Concur with Commander's observations, evaluations, and recommendations.


JAMES L. JONES
COL, SigC
Commanding

DISTRIBUTION

- 2- DA, ASCFOR
- 9- 1st Sig Bde, ATTN: SCCFV-OP

SCCPV-OP-CC (10 May 70) 2d Ind
SUBJECT: Operational Report - Lessons Learned, Headquarters, USASTRATCOM
Signal Support Agency Phu Lam, Period Ending 30 April 1971,
RCS CSFOR-65 (R3)

DA, HQ, 1st Signal Brigade (USASTRATCOM), APO 96384 20 June 1971

TO: Commanding General, United States Army, Vietnam, ATTN: AVHGC-DST,
APO 96375

1. Subject report is forwarded in accordance with AR 525-15.
2. This headquarters has reviewed the report and concurs in it as indorsed with the following comments and/or exceptions:

a. Subject should contain the proper Report Control Symbol RCS
CSFOR-65 (R3)


b. Reference pg. 3, para 1.p. Corrected names of individuals listed are: Spl Col Erb Soontornsima, Spl Col Pong Pekan and Col Blaine O Vogt. The Special Colonel rank in the Royal Thai Army is equivalent to Brigadier General in the U.S. Army.

c. Reference item, "Security Clearances for COMSEC Repairmen," pg. 3, para 2.a.(1). AR 611-200 establishes a SECRET clearance as the minimum security clearance required for award of MOS 32F. All 32F personnel being requisitioned are being coded for TOP SECRET clearance. This action will continue.

d. Reference item, "Proper Training for UPS Personnel," pg. 4, para 2.a.(2). This headquarters concurs that a problem does exist with UPS system maintenance training. It is further recommended that a world-wide survey be made to determine the full extent of the problem.

e. Reference item, "Proper Training for Dial Central Office Repairmen," pg. 4, para 2.a.(3). Concur. The WECO 5C switchboard is an older type Army switchboard and presents considerable difficulties in obtaining replacement parts. Until such time as it is phased out of the Army inventory, repair trainees should receive some exposure to the WECO 5C switchboard before assignment to the field. It is further recommended that a one day orientation be added to the Dial Central Office Repair Course (MOS 36H) to familiarize future repairmen with the characteristics of the WECO 5C switchboard.

FOR THE COMMANDER:


D. H. BURRIER
CPT, AGC
Asst AG

CF:

Commanding General, U.S. Army Strategic Communications Command,
ATTN: SCC-OPS-RT, Fort Huachuca, Arizona 85613
Commanding Officer, USASTRATCOM Signal Support Agency Phu Lam, APO 96243
Commanding Officer, 160th Signal Group, APO 96491

AVHDO-DO (10 May 71) 3d Ind

SUBJECT: Operational Report-Lessons Learned, Headquarters, USASTRATCOM,
Signal Support Agency, Phu Lam, Period Ending 30 April 1971,
RCS CSFOR-65 (R3) (U)

Headquarters, United States Army Vietnam, APO San Francisco 96375 22 JUN 1971

THRU: Commanding General, United States Army Strategic Communications
Command-Pacific, APO 96557

TO: Commander in Chief, United States Army Pacific, ATTN: GOPP-FD,
APO 96558

This Headquarters has reviewed the Operational Report-Lessons Learned
for the period ending 30 April 1971 from Headquarters, USASTRATCOM
Signal Support Agency, Phu Lam and concurs with comments of indorsing
headquarters.

FOR THE COMMANDER:



F. L. HONSOWETZ

CPT. AGC.

Assistant Adjutant General

Cy furn:
USASTRATCOM Signal Support Agency Phu Lam
1st Sig Bde

SCCP-OP-OOE (10 May 71) 4th Ind
SUBJECT: Operational Report - Lessons Learned, Headquarters, USA-
STRATCOM Signal Support Agency Phu Lam, Period Ending
30 April 1971, RCS CSFOR-65 (R3)

Headquarters, US Army Strategic Communications Command-Pacific, APO
San Francisco 96557 17 AUG 1971

THRU: Commander in Chief, United States Army, Pacific, ATTN: GPDP-
FD, APO 96558
Commanding General, US Army Strategic Communications Command,
ATTN: SCC-PO-CEFF, Fort Huachuca, Arizona 85613

TO: Assistant Chief of Staff for Force Development, Department of
the Army, Washington, D. C. 20310

1. Subject report is forwarded in accordance with AR 525-15.
2. Reference paragraph 2a(1)c, page 3, basic letter. Recommend that this paragraph be changed to read, "That all EM undergoing 32F MOS training receive, as a minimum, a Final Secret clearance, based on a completed BI, early in their schooling so they will arrive fully prepared for field service."
- 3 Reference paragraph 2a(2), page 4, basic letter and paragraph 2d, 2d Indorsement. This problem has been recognized and previously presented (with appropriate recommendations) to Headquarters USASTRATCOM.
4. Concur with the remainder of the report as indorsed.

FOR THE COMMANDER:



ANN M. RIOU
CPT, WAC
Acting Asst AG

CF:
CG, USARV, APO 96375 wo incl
CG, 1st Sig Bde (USASTRATCOM), APO 96384 wo incl
CO, 160th Sig Gp (USASTRATCOM), APO 96491 wo incl
CO, USASTRATCOM Sig Support Agency Phu Lam, APO 96243 wo incl

GPOP-FD (10 May 71) 5th Ind
SUBJECT: Operational Report-Lessons Learned, HQ USASTRATCOM
Signal Support Agency Phu Lam, Period Ending
30 April 1971, RCS CSFOR-65 (R3)

HQ, US Army, Pacific, APO San Francisco 96558

20 SEP 1971

THRU:

TO: HQ DA (DAFD-ZA), WASH DC 20310

This headquarters concurs in subject report as indorsed.

FOR THE COMMANDER IN CHIEF:

M. L. Mah

M. L. MAH
1LT, AGC
Asst AG

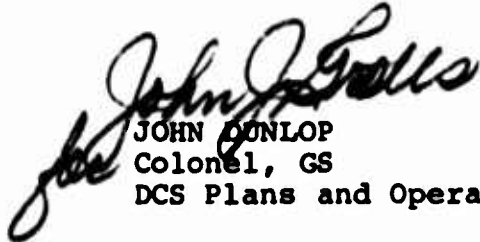
SCC-PO-CEFF (10 May 71) 6th Ind
SUBJECT: Operational Report - Lessons Learned, HQ USASTRATCOM
Signal Support Agency Phu Lam, Period Ending 30 April
1971 RCS CSFOR-65 (R3)

Headquarters, US Army Strategic Communications Command,
Fort Huachuca, Arizona 85613

TO: HQ DA (DAFD-ZA), Wash D.C. 20310

This headquarters concurs in subject report.

FOR THE COMMANDER:


JOHN DONLOP
Colonel, GS
DCS Plans and Operations

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